

INFORMATION TECHNOLOGY (IT) MAINTENANCE SERVICES

DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

A.1 BACKGROUND

The High Performance Data Archive storage system is a completely integrated system of a robotic tape library and multiple types of magnetic and magneto-optical tape drives controlled and managed by Advanced Digital Information Corporation (ADIC) proprietary software packages. The components are tightly connected, and the system is operated as a single entity. Thus to maintain the system, it is imperative to maintain all hardware and software components.

A.2 SCOPE

The Contractor shall provide Information Technology (IT) preventive and remedial maintenance services for Government-owned High Performance Data Archive and associated equipment (Attachment 2) for the Naval Research Laboratory Center for Computational Science, located in building A49. The contractor shall respond within four (4) hours of problem notification and resolve the equipment malfunction at the fixed monthly charges shown in the schedule of the contract. The contractor will be notified and must perform maintenance Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time, excluding government holidays. The resolution time will be negotiated on a case by case basis, upon discussions with the government Technical Manager (TM).

A.3 GENERAL REQUIREMENTS

The contractor shall provide all labor, supervision, tools, materials (including manuals and schematics), parts, equipment, and transportation necessary to maintain the Naval Research Laboratory Center for Computational Science's archival storage IT hardware, including manning a trouble call desk. The contractor shall provide remote access to service technicians as well as on-site support.

a. The contractor shall provide maintenance (labor and parts) at the prices shown in the schedule, and shall keep the equipment in operating condition, consistent with Original Equipment Manufacturer (OEM) requirements.

b. The contractor shall provide personnel with a security clearance in accordance with the DD254, Security Classification Form (Attachment 3), experienced, and qualified to perform the required services in accordance with OEM practices and standards.

c. The contractor shall be responsible for performing all diagnostic tests and for isolating suspected and confirmed malfunctions. The contractor shall provide instruments and diagnostic software for running these tests.

A.4 RESPONSE TIME

The contractor's maintenance personnel shall respond and provide services at the designated point within a 4-hour response time which begins at the time that the TM, government staff member designated by the TM, or the Contracting Officer notifies the contractor that remedial maintenance is required. If maintenance personnel fail to provide resolution at the Government's site within the negotiated resolution time, the contractor payment shall be withheld.

A.5 MAINTENANCE OF NEW EQUIPMENT REQUIRED

A.5.1. New Equipment

During the term of this contract, the Government, may at its option, add equipment to this contract. Maintenance charges for the added equipment are:

- a. For the same type and model number, the charges specified in the contract; or
- b. For items not specified in the contract, a mutually agreed upon charge no greater than the OEM's GSA schedule charge or commercial charge if no schedule is available.

A.5.2. Features

During the term of this contract, the Government may add new features to its installed equipment base. When features are added to a device, the contractor must accept maintenance responsibility for these feature(s) under the terms, conditions, and prices stated in the contract. If a similar feature is not in the contract, the maintenance charge will be mutually agreed upon. If a cost cannot be negotiated, the contractor shall accept the OEM's GSA contract maintenance price for the feature. Maintenance charges shall not exceed the OEM's GSA schedule maintenance price or commercial charge if no schedule is available.

A.5.3. Preventive Maintenance

The contractor shall perform monthly preventive maintenance on all items in Attachment 2. Preventive maintenance shall be scheduled and performed so as not to interfere with the Government's operations. The quality of preventive maintenance shall be equal to that provided by the OEM for similar equipment under their standard commercial maintenance contracts.

A.6 NON-CHARGEABLE MAINTENANCE ITEMS

The fixed price monthly maintenance charge covers all:

- a. Replacement parts.
- b. Preventive maintenance, regardless of when performed.
- c. OEM Maintenance in accordance with paragraph A.3.

A.7 MICROCODE

The contractor shall provide the microcode necessary to provide the necessary functions. The microcode must be at a level compatible with the current level of OEM microcode. The contractor shall guarantee that access to the latest levels of OEM microcode will be available to the Government for the life of the contract, and the Government has the right to accept or refuse installation. A report must be provided to the Government of all microcode changes issued by the OEM, within 30 calendar days of release that pertain to the equipment under this contract. Failure to notify the Government may be cause for contract termination.

A.8 EQUIPMENT MONITORING REQUIREMENTS

A.8.1 Standard Reports

The contractor shall submit written status reports in accordance with Exhibit A (DD1423's) that include, as a minimum, the following:

Overall status of all equipment covered under this contract;

Details of any failures and/or repairs performed during the month;

Results of output reviews;

Engineering Changes (ECs) announced by OEM and the contractor's plans for installation, which the Government reserves the right to refuse; and

Any other items relevant to maintaining the equipment;

Problems to be resolved during the next scheduled monthly preventive maintenance.

A.8.2 Malfunction Incident Reports

The contractor shall furnish a signed malfunction incident report to the TM upon completion of each maintenance call. The report shall include, as a minimum,

- a. Date and time notified;
- b. Date and time of arrival,
- c. Type and serial number(s) of machine(s),
- d. Time spent for repair,
- e. Description of malfunction,
- f. Problem Resolution
- g. List of parts replaced, serial and model number,
- h. Date and time machine(s) is returned to operational status.

The repair will not be complete until the incident report is submitted indicating repair.

CONTRACT DATA REQUIREMENTS LIST

(2 Data Items)

Form Approved
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0701-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Please DO NOT RETURN your form to the above address. Send completed form to the Government issuing

A. CONTRACT LINE ITEM NO. 0002		B. EXHIBIT A		C. CATEGORY: TDP _____ TM- _____ OTHER _____ X	
D. SYSTEM / ITEM 0001		E. CONTRACT / PR NO. 55-9409-03		F. CONTRACTOR	
1. DATA ITEM NO. A001		2. TITLE OF DATA ITEM Status Report		3. SUBTITLE	
4. AUTHORITY (Data Acquisition Document No.) N/A		5. CONTRACT REFERENCE SOW para A.8.1		6. REQUIRING OFFICE NRL Code 5595	
7. DD 250 REQ LT	9. DIST STATEMENT REQUIRED N/A	10. FREQUENCY MTHLY	12. DATE OF FIRST SUBMISSION *	14. DISTRIBUTION	
8. APP CODE N/A		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION *	a. ADDRESSEE	b. COPIES Draft Reg Final
16. REMARKS This report must identify overall status of all equipment, details of any failures and/or repairs performed during the month, results of output reviews, engineering changes by OEM, plans for installation (if authorized to implement), problems to be resolved during next scheduled preventive maintenance, and any other items relevant to maintaining equipment. * First and subsequent submissions due by the 25th of each month.				TM	1
				15. TOTAL →	

1. DATA ITEM NO. A002		2. TITLE OF DATA ITEM Malfunction Incident Report		3. SUBTITLE	
4. AUTHORITY (Data Acquisition Document No.) N/A		5. CONTRACT REFERENCE SOW para A.8.2		6. REQUIRING OFFICE NRL Code 5595	
7. DD 250 REQ LT	9. DIST STATEMENT REQUIRED N/A	10. FREQUENCY ASREQ	12. DATE OF FIRST SUBMISSION ASREQ	14. DISTRIBUTION	
8. APP CODE N/A		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION ASREQ	a. ADDRESSEE	b. COPIES Draft Reg Final
16. REMARKS The contractor shall provide a malfunction incident report to the TM upon completion of each maintenance call. The report shall include, as a minimum, date and time notified, type/serial number(s) of machine(s), time spent for repair, description of malfunction, problem resolution, list of parts replaced, serial, and model number, date and time machine(s) is returned to operational status. The repair will not be complete until the incident report is submitted indicating repair. The absence of such report shall be considered as the repair not being completed. * Report shall be submitted at time of completion of maintenance.				TM	1
				15. TOTAL →	

G. PREPARED BY NRL Code 5595		H. DATE 3/4/03	I. APPROVED BY	J. DATE
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17. PRICE GROUP
18. ESTIMATED TOTAL PRICE

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(2 Data Items)

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D. SYSTEM / ITEM 0001		E. CONTRACT / PR NO. 55-9409-03		F. CONTRACTOR			
1. DATA ITEM NO. A003		2. TITLE OF DATA ITEM Monthly Work Schedule		3. SUBTITLE			
4. AUTHORITY (Data Acquisition Document No.) N/A		5. CONTRACT REFERENCE SOW para A.15		6. REQUIRING OFFICE NRL Code 5595			
7. DD 250 REQ LT	9. DIST STATEMENT REQUIRED N/A	10. FREQUENCY MTHLY	12. DATE OF FIRST SUBMISSION *	14. DISTRIBUTION			
8. APP CODE N/A		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION *	a. ADDRESSEE	b. COPIES		
16. REMARKS The contractor shall submit a monthly work schedule of planned performance of preventive maintenance inspections and services to the TM. Service interruptions shall be scheduled with the TM. Any changes to the schedules shall be coordinated with the TM twenty-four (24) hours prior to implementation. * Contractor shall submit initial schedule within 2 weeks after award. Subsequent submissions due NLT the 25th of the preceding month for approval.				Draft	Final		
				Reg	Repro		
				TM	1	1	
				15. TOTAL →			

1. DATA ITEM NO. A004		2. TITLE OF DATA ITEM Certificate of Maintainability		3. SUBTITLE			
4. AUTHORITY (Data Acquisition Document No.) N/A		5. CONTRACT REFERENCE SOW para A.15		6. REQUIRING OFFICE NRL Code 5595			
7. DD 250 REQ LT	9. DIST STATEMENT REQUIRED N/A	10. FREQUENCY 1TIME	12. DATE OF FIRST SUBMISSION *	14. DISTRIBUTION			
8. APP CODE N/A		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION *	a. ADDRESSEE	b. COPIES		
16. REMARKS The contractor shall submit a certificate certifying all equipment covered under this contract has been maintained in accordance with OEM remedial and preventive maintenance schedules. * Certificate submitted NLT 3 months prior to contract expiration.				Draft	Final		
				Reg	Repro		
				TM		1	
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1. DATA ITEM NO. A005	2. TITLE OF DATA ITEM Service Maintenance Log			3. SUBTITLE			
4. AUTHORITY (Data Acquisition Document No.) N/A		5. CONTRACT REFERENCE SOW para A.16		6. REQUIRING OFFICE NRL Code 5595			
7. DD 280 REQ LT	9. DIST STATEMENT REQUIRED N/A	10. FREQUENCY *	12. DATE OF FIRST SUBMISSION *	14. DISTRIBUTION			
8. APP CODE N/A		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION	a. ADDRESSEE	b. COPIES		
16. REMARKS The contractor shall document all service and maintenance in an on-site (NRL) maintenance log. The log must include description of work performed, date, parts and part numbers replaced, and any other pertinent information deemed necessary to accurately describe work performed. * The log must be completed for all services and maintenance for each piece of equipment at time of performance completion.				TM	Draft	Final	
					Reg	Repro	
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					15. TOTAL →		

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HARDWARE/SOFTWARE LIST

Item 1: Abba Mixed-Media Library Model E (AML/E) Robotic Archive with two Quadro Towers, 2.43m

**Item 2: Abba Mixed-Media Library Model E (AML/E) Robotic Controller Cabinet
Qty 1 each**

**Item 3: International Business Machines (IBM) 8590 Drives
Qty 4 each**

**Item 4: Hewlett Packard (HP) 5200 Optical Drives
Qty 6 each**

**Item 5: Ampex DST 312 Drives
Qty 4 each**

**Item 6: International Business Machines (IBM) Linear Tape Open (LTO) Drives
Qty 4 each**

**Item 7: Advanced Digital Information Corporation (ADIC) Archive Management Unit (AMU)
Qty 1 each**

Item 8: Advanced Digital Information Corporation (ADIC) Archive Management Unit Software, includes all updates

**Item 9: Advanced Digital Information Corporation (ADIC) Drive Bay Cabinets
Qty 2 each**

Item 10: Advanced Digital Information Corporation (ADIC) FileServ SW Maintenance, includes all updates

Item 11: Advanced Digital Information Corporation (ADIC) VolServ SW Maintenance, includes all updates

ATTACHMENT (3)

DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION <i>(The requirements of the DoD Industrial Security Manual apply to all security aspects of this effort.)</i>				1. CLEARANCE AND SAFEGUARDING SER: 018-03 a. FACILITY CLEARANCE REQUIRED <div style="text-align: center; border: 1px solid black; padding: 2px;">SECRET</div> b. LEVEL OF SAFEGUARDING REQUIRED <div style="text-align: center; border: 1px solid black; padding: 2px;">NONE</div>																																																																																					
2. THIS SPECIFICATION IS FOR: (X and complete as applicable) a. PRIME CONTRACT NUMBER <div style="border: 1px solid black; height: 20px; margin-top: 5px;"></div> b. SUBCONTRACT NUMBER <div style="border: 1px solid black; height: 20px; margin-top: 5px;"></div> c. SOLICITATION OR OTHER NUMBER <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">55-9409-03</div> DUE DATE (YYYYMMDD) <div style="border: 1px solid black; height: 20px; margin-top: 5px;"></div>			3. THIS SPECIFICATION IS: (X and complete as applicable) a. ORIGINAL (Complete date in all cases) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">X</div> DATE (YYYYMMDD) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">20030312</div> b. REVISED (Supersedes all previous specs) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"></div> REVISION NO. <div style="border: 1px solid black; height: 20px; margin-top: 5px;"></div> c. FINAL (Complete Item 5 in all cases) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"></div> DATE (YYYYMMDD) <div style="border: 1px solid black; height: 20px; margin-top: 5px;"></div>																																																																																						
4. IS THIS A FOLLOW-ON CONTRACT? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> NO. If Yes, complete the following: Classified material received or generated under _____ (Preceding Contract Number) is transferred to this follow-on contract.																																																																																									
5. IS THIS A FINAL DD FORM 254? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> NO. If Yes, complete the following: In response to the contractor's request dated _____, retention of the classified material is authorized for the period of _____.																																																																																									
6. CONTRACTOR (Include Commercial and Government Entity (CAGE) Code) a. NAME, ADDRESS, AND ZIP CODE <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">FOR RFP PURPOSES ONLY, NOT VALID FOR ACTUAL CONTRACT.</div> b. CAGE CODE <div style="border: 1px solid black; height: 20px; margin-top: 5px;"></div> c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code) <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">N/A</div>																																																																																									
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9. GENERAL IDENTIFICATION OF THIS PROCUREMENT THE INTENT OF THE CONTRACT IS TO OBTAIN INFORMATION TECHNOLOGY (IT) PREVENTIVE AND REMEDIAL HARDWARE AND SOFTWARE MAINTENANCE SERVICES FOR GOVERNMENT-OWNED HIGH PERFORMANCE DATA ARCHIVE AND ASSOCIATED EQUIPMENT FOR THE NAVAL RESEARCH LABORATORY CENTER FOR COMPUTATIONAL SCIENCE, LOCATED IN BUILDING A-49.																																																																																									
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g. NATO INFORMATION		<input checked="" type="checkbox"/>	i. HAVE TEMPEST REQUIREMENTS		<input checked="" type="checkbox"/>																																																																																				
h. FOREIGN GOVERNMENT INFORMATION		<input checked="" type="checkbox"/>	j. HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS		<input checked="" type="checkbox"/>																																																																																				
i. LIMITED DISSEMINATION INFORMATION		<input checked="" type="checkbox"/>	k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE		<input checked="" type="checkbox"/>																																																																																				
j. FOR OFFICIAL USE ONLY INFORMATION		<input checked="" type="checkbox"/>	l. OTHER (Specify)																																																																																						
k. OTHER (Specify)																																																																																									

- 12. PUBLIC RELEASE.** Any information (*classified or unclassified*) pertaining to this contract shall not be released for public dissemination except as provided by the Industrial Security Manual or unless it has been approved for public release by appropriate U.S. Government authority. Proposed public releases shall be submitted for approval prior to release ☐ Direct ☒ Through (*Specify*)

COMMANDING OFFICER, NAVAL RESEARCH LABORATORY, WASHINGTON, DC 20375-5320, CODE 5594

to the Directorate for Freedom of Information and Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review.
 *In the case of non-DoD User Agencies, requests for disclosure shall be submitted to that agency.

- 13. SECURITY GUIDANCE.** The security classification guidance needed for this classified effort is identified below. If any difficulty is encountered in applying this guidance or if any other contributing factor indicates a need for changes in this guidance, the contractor is authorized and encouraged to provide recommended changes; to challenge the guidance or the classification assigned to any information or material furnished or generated under this contract; and to submit any questions for interpretation of this guidance to the official identified below. Pending final decision, the information involved shall be handled and protected at the highest level of classification assigned or recommended. (*Fill in as appropriate for the classified effort. Attach, or forward under separate correspondence, any documents/guides/extracts referenced herein. Add additional pages as needed to provide complete guidance.*)

Access to classified information is not required for the purpose of submitting a bid/proposal for this statement of work. However, prior to award of contract, the successful contractor will be required to have a SECRET facility clearance, and personnel available with DoD granted personnel security clearances commensurate with level of access required for performance of contract.

- 14. ADDITIONAL SECURITY REQUIREMENTS.** Requirements, in addition to ISM requirements, are established for this contract. ☐ Yes ☒ No
 (*If Yes, identify the pertinent contractual clauses in the contract document itself, or provide an appropriate statement which identifies the additional requirements. Provide a copy of the requirements to the cognizant security office. Use Item 13 if additional space is needed.*)

- 15. INSPECTIONS.** Elements of this contract are outside the inspection responsibility of the cognizant security office. ☐ Yes ☒ No
 (*If Yes, explain and identify specific areas or elements carved out and the activity responsible for inspections. Use Item 13 if additional space is needed.*)

- 16. CERTIFICATION AND SIGNATURE.** Security requirements stated herein are complete and adequate for safeguarding the classified information to be released or generated under this classified effort. All questions shall be referred to the official named below.

a. TYPED NAME OF CERTIFYING OFFICIAL	b. TITLE	c. TELEPHONE (Include Area Code)
TINA SMALLWOOD	CONTRACTING OFFICER, SECURITY	(202) 767-2240/2391

d. ADDRESS (Include Zip Code)

NAVAL RESEARCH LABORATORY
 4555 OVERLOOK AVE. SW
 WASHINGTON, DC 20375-5320

e. SIGNATURE

Tina Smallwood

17. REQUIRED DISTRIBUTION

- | | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | a. CONTRACTOR |
| <input type="checkbox"/> | b. SUBCONTRACTOR |
| <input checked="" type="checkbox"/> | c. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR |
| <input type="checkbox"/> | d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION |
| <input type="checkbox"/> | e. ADMINISTRATIVE CONTRACTING OFFICER |
| <input checked="" type="checkbox"/> | f. OTHERS AS NECESSARY 1221.11, 5594, 5502 |